

●●● You are here

With Wanderport,
the entire health of your
network infrastructure
becomes our responsibility,
not yours.

We work with existing service providers
to detect and identify all technology related
problems, before they become hospitality
problems, protecting your bottom line.

Network Monitoring

Wanderport's proactive
approach identifies
problems before they
can impact your guests.

24/7/365 Call Center

We take calls 24/7,
allowing your staff
to focus on their key
responsibilities. We
get the 3 am calls when
a guest has forgotten
their password, not you.

Accounting and Reporting

Our detailed reporting
allows you to stay in
control of your business
and our performance.



WANDERPORT

Who We Are

Wanderport Networks Inc. was founded to empower the hospitality industry and other public venues with managed IT services from a reliable provider who understands the unique business needs of your industry. We pride ourselves on ensuring exceptional IT services for your guests and liberating your staff from traditional "help desk" duties. Wanderport's national and international roster of satisfied clients can attest to our exceptional quality of service.

Guests Want to be Connected

In today's digitalized world, the ability to be "connected" at all times is imperative to all. 75% of hotel guests connect to the internet three to four times daily. Whether your guests are traveling for business or pleasure they expect fast and reliable Internet connectivity as well as various other business, communication and entertainment services. When issues with internet connectivity and entertainment systems go unresolved, you stand to lose repeat business. Comments about internet connectivity and related services — positive or negative — are likely to appear in online hotel reviews. Help us help you make those reviews positive; let us ensure each and every one of your guests is satisfied with their technology experience.

IT Services are Part of Total Guest Satisfaction

Your business is pleasing your guests and your staff works extremely hard to ensure each of your guests needs are satisfied. Traditionally, when hotels have issues connecting to the Internet they turn to the Front Desk for help, but the front desk staff are trained in hospitality, not technology; this is a recipe for frustration. With Wanderport, your guests have immediate access to a staff of trained professionals ready to help both the guests and the hotel personnel to resolve any issue.

WHAT WE DO AND HOW WE DO IT

The Wanderport Network Assessment and Certification Process

The first step to ensuring your guests' satisfaction is allowing our team of technology professionals to complete a three step assessment and certification of your current network. Our team will conduct a site survey, including WiFi and equipment testing. We will then make recommendations about needed repairs, changes, upgrades and replacements to the existing network. After resolving

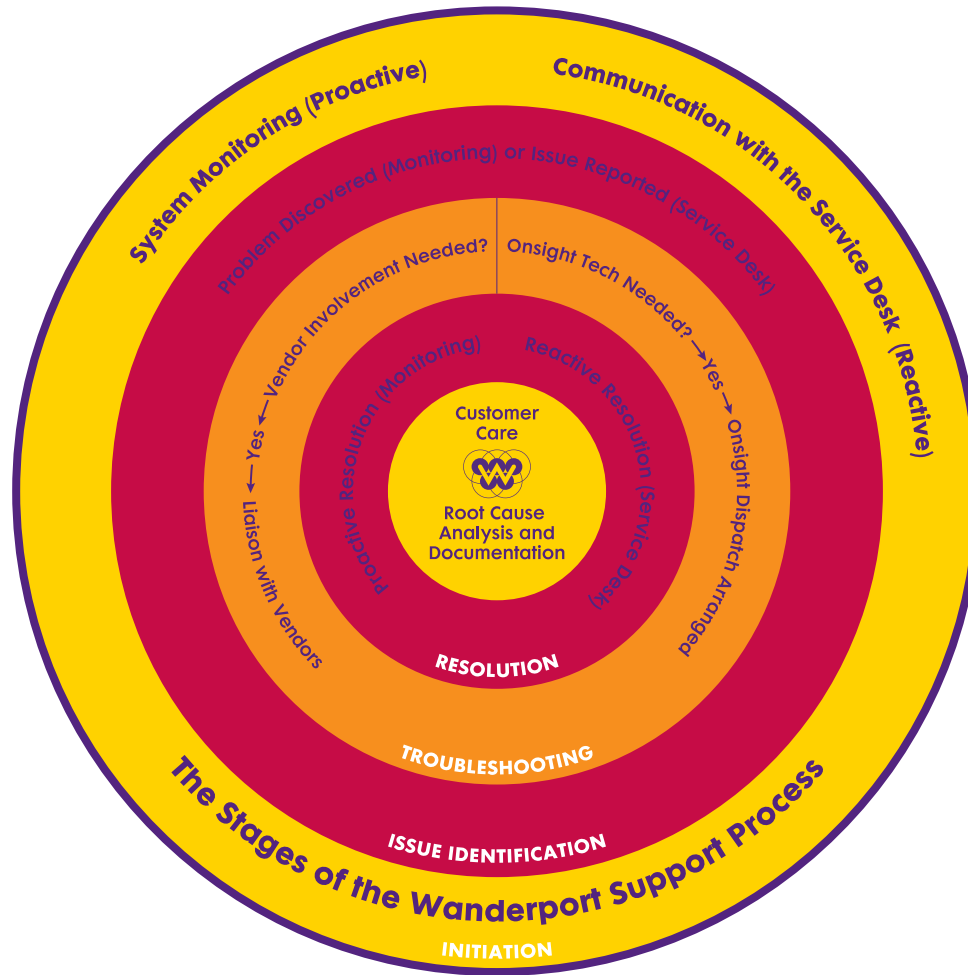
any issues, we will certify the network and immediately begin our 365 days-a-year, 24/7 support.

Wanderport Works with your Service Providers and Vendors

Allow us to take the headache out of dealing with your existing service providers and technology vendors. Functioning in the same

way as an in-house IT department would, we work with existing service providers to detect, identify and resolve all IT-related problems before they become "hospitality problems". Further, our global, end-to-end understanding of your network aids us in identifying areas of interaction and overlap between vendors, resulting in the smooth functioning of one solid network.

The Wanderport Support Process



MEETING YOUR GUESTS' NEEDS

24-Hour Support

With Wanderport your guests will have complete around the clock call support 365 days a year. We take calls 24/7, freeing up your staff's time to focus on their key area of responsibility — hospitality! We take the 3 am calls when a guest has forgotten their password, not you.

Multilingual Services

We offer multilingual support, with members of our staff fluent in English, Spanish and French. Wanderport offers support for all Windows and Macintosh operating systems, and all related software and we boast a 90-second average answer time for guest calls.

Professionals in Technology & Customer Care

When your guests call our service desk, you can be sure they will speak with a highly trained professional with experience in both technology and your industry, hospitality. More than 90% of our support staff have a degree in Information Technology and most have additional IT certifications. All of our staff is capable of resolving guests' concerns and are trained with a specific hospitality focus. Our staff excels in the rapid, effective troubleshooting of any and all issues impacting your guest's ability to use your network to its fullest potential. We understand the technology and the expectations your guests have of hospitality.

CLIENT SERVICES

Accountability and Reporting

We offer you access to a variety of reports, including call statistics, network usage and customer satisfaction surveys. Our detailed reporting allows you to stay in control of your business and on top of our performance.

Proactive Monitoring

Wanderport does not wait for problems to surface before addressing them. We offer continual monitoring of the network, all related vendor services, and all relevant trends in technology; in short, everything that may impact the quality of guest connectivity to the services they rely upon. Once a network is Wanderport Certified we guarantee fast issue response times and, when necessary, onsite equipment replacement and repair with minimal delay. With Wanderport, the network monitoring and maintenance, the entire health of your infrastructure, becomes our responsibility not yours.